MOUNT SINAI HOSPITAL/CIRCLE OF CARE INTEGRATION MOVING FORWARD

On October 28, 2014, Circle of Care and Mount Sinai Hospital received an approval from the Central Local Health Integration Network for a system integration. This milestone was the culmination of a year of discussions between Mount Sinai Hospital and Circle of Care, and extensive stakeholder engagement.

“This is a new era for Circle of Care. We are excited to move forward with the Mount Sinai/Circle of Care system integration,” says Michael Scheinert, President and CEO of Circle of Care. “Under this arrangement, Circle of Care will remain a separate organization with its' own Board of Directors and independent operations. The agency will be linked to Mount Sinai Hospital at a system level through joint strategic planning and Board membership.”

The integration will provide for independence of Circle of Care’s operations, yet better align each organization’s acute, home health and community care services in ways that do not exist in current practice. The vision for the Mount Sinai Hospital/Circle of Care integration is to create a leading system of integrated care that optimizes the patient, client and caregiver experience.

According to Lisa Levin, Circle of Care's Vice President of Communications and Development, “We plan to work closely with our community service and government partners to pioneer new models of care and service to facilitate better transitions between hospital and home, reduce re-admissions to hospital, and enhance capacity to bring more comprehensive care and seamless services into the community.”

Vision & Mission

Our Vision
To be the best community health care organization in Ontario; the preferred choice!

Our Mission
To support individual independence and to sustain and enhance quality of life in the community.
MEET OUR SINAI PARTNERS
The Mount Sinai Hospital/Circle of Care integration is strongly linked to successful collaborative relationships between staff of both organizations. We are excited to partner with such an accomplished team. Here is the leadership with whom we have been working for the past several months.

Joseph Mapa, President & CEO of Mount Sinai Hospital since 2001, is a graduate of the Institute of Health Policy, Management and Evaluation, from the University of Toronto, where he currently serves as Adjunct Professor. In 2013, Joseph was appointed Executive-in-Residence and Adjunct Professor in the Health Industry Management Program, Schulich School of Business, where he also teaches on leadership and strategy. In 2010 Joseph received the Canadian College of Health Leaders inaugural national Mentorship Award and in 2012 he was recognized with the Queen Elizabeth II Diamond Jubilee Medal.

Dr. Samir Sinha currently serves as the Director of Geriatrics at Mount Sinai and the University Health Network Hospitals in Toronto, and was recently appointed the Peter and Shelagh Godsoe Chair in Geriatrics at Mount Sinai Hospital. He currently sits on the Ontario Ministry of Health and Long Term Care Home Care Expert Panel. In 2012, Dr. Sinha was appointed by the Government of Ontario to serve as the expert lead of Ontario's Seniors Strategy. He is also an Assistant Professor in the Departments of Medicine, Family and Community Medicine, and the Institute of Health Policy, Management and Evaluation at the University of Toronto, and an Assistant Professor of Medicine at the Johns Hopkins University School of Medicine. Dr. Sinha, a Rhodes Scholar, obtained a Masters in Medical History and a Doctorate in Sociology at the University of Oxford’s Institute of Ageing.

WELCOME TO THE CIRCLE OF CARE SENIOR TEAM
Liana Sikharulidze joins the agency in a new position—Director of Professional Services. Liana, a Registered Nurse pursuing her MBA, comes to Circle of Care from Toronto CCAC where she was a Client Services Manager implementing the CCAC nursing and tele-homecare programs. Liana previously held management positions in home health care, and the hospital and long term care sectors.

Carey Lucki is Circle of Care’s new Director of Client Services. Carey has worked at the Mississauga Halton Community Care Access Centre and VHA. She is an Occupational Therapist who is currently pursuing her MBA. Carey’s portfolio includes the Call Centre, Service Coordinators, Client Service Supervisors, PSWs and Homemakers for all funded programs.

Philip Plotnick is Vice President of Business Development at Mount Sinai Hospital. Philip is responsible for overseeing Mount Sinai’s commercial initiatives. Prior to this position, Philip was the Managing Director of Mount Sinai Services Inc. (MSS), a global provider of customized research and laboratory services to academic and industry life science partners. Philip has over 20 years of executive experience, and holds a Master of Science in Management degree from Massachusetts Institute of Technology's Sloan School of Management.
EXPANDING & INNOVATING: A MESSAGE FROM THE PRESIDENT & CEO

The last few months have presented new opportunities and partnerships, new milestones and continued rapid growth. It has been an extraordinary and positive year for Circle of Care.

The Circle of Care/Mount Sinai Hospital integration was recently approved by the Central Local Health Integration Network (“LHIN”) following a year of extensive community and stakeholder engagement. This integration will maintain the “separateness” of each organization, but will align both organizations at a strategic and governance level. We are confident that the Circle of Care/Mount Sinai integration will mark the beginnings of developing a better patient/client experience through new models of seamless, comprehensive care. In concert with our Mount Sinai integration, and in order to be able to provide the full range of home care services, Circle of Care plans to add community nursing to our already extensive range of services.

Circle of Care is also on the cutting edge of exciting service innovation in the areas of transportation, assisted living, and exercise and falls prevention classes. Our agency was recently selected as one of two organizations from the Central LHIN to coordinate and implement a new model of transportation services. Circle of Care’s service area will extend from Highway 7 down to the southern boundary of Central LHIN. We will work with Community Home Assistance to Seniors in the northern region of the LHIN, to coordinate between the north and south regions for transportation services.

In the past year, the Assisted Living program was launched with LHIN funding. This program, which now serves 235 “high needs” individuals, presents innovative opportunities for how care can be organized. With Assisted Living, the agency receives a specific amount for clients per year and is able to tailor services to meet changing needs. This approach offers flexibility for the client to be a more active partner in planning his or her care. Expansion of assisted living programs is a direction that merits consideration by funding authorities.

Last year also saw the agency launch its rehabilitation program with over 130 exercise and falls prevention classes serving close to 4000 clients across the Central LHIN.

Of particular significance to Circle of Care has been the recent recognition by the Claims Conference of the home care needs of the very large Holocaust population living in the Greater Toronto Area. Circle of Care has received word that our agency will be allocated significantly more resources from the Claims Conference to enhance the services that we provide to the survivors in our community. The Claims Conference, which is based in New York, is the official body that distributes allocations to communities throughout the world, to provide care to Holocaust survivors.

It has been, and continues to be, a very exciting time of growth and development for our Agency. Extraordinary volunteers, dedicated and skilled staff, talented leadership, engaged community partners, and responsive, forward thinking, funding organizations, make this all possible.

I look forward to keeping you informed in 2015 of all our exciting developments. I extend my best wishes for a healthy and good New Year. Happy Holidays!

Michael F. Scheinert

Michael F. Scheinert
President & CEO, Circle of Care
**In the Community**

**DAY CENTRE FOR SENIORS CELEBRATES 5TH ANNIVERSARY**

On November 30th, Circle of Care’s Day Centre turned five! The Centre, which opened in 2009 as part of the province’s Aging at Home Strategy, is a partnership with Baycrest, the Alzheimer Society of York Region, JIAS Toronto and Reena. The Centre is a home away from home for individuals living with age related cognitive impairments such as Alzheimer’s disease and dementia. Clients can attend the Centre up to five days per week while continuing to live with their families in the community. In addition to providing clients with stimulating activities and access to professional services, their attendance at the Centre gives family members the ability to continue to work and look after their personal needs. “The Day Centre provides a warm, nurturing, stimulating, beautiful place,” says Mrs. K, whose mother attends the Day Centre.

The Day Centre for Seniors has grown and expanded tremendously over the past five years. Due to its rapid growth, the Centre moved to a larger space in the Spring of 2012. To date, the Day Centre has provided over 30,000 attendance days to nearly 400 clients.

Please come by for a visit or a tour! Limited spaces are currently available for new members. Call 905-738-1128 and ask about the “Winter Special”.

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**TRANSPORTATION PLUS: CIRCLE OF CARE LEADING CENTRAL LHIN COMMUNITY TRANSPORTATION IN THE SOUTH**

2015 will mark a major transformation for clients accessing community transportation in the Central Local Health Integration Network (LHIN). Beginning in the Spring, two agencies, Circle of Care (South Hub) and CHATS (North Hub), will be responsible for community transportation across the Central LHIN.

Circle of Care has been providing community transportation services for 13 years, and was the first in the LHIN to adopt the Trapeze scheduling software. Working with the Central LHIN and CHATs, Circle of Care will build upon its leadership role in this area to develop a new transportation service model. “Our goals are to provide the best possible client experience through a single phone access point, as well as improved service coverage, prioritization standards and response times”, says Jamie Arthur, Director of Quality, Risk, and Contracts.

Community transportation services take individuals to a variety of locations including hospitals, physicians offices, clinics, religious, cultural and recreational centres. According to Debbie Taylor, Vice President of Client Services, “This service is more than a ride. It is a critical connector to coordinated care that better enables clients to live productive and meaningful lives in the community and at home.”
Our Volunteers

CIRCLE OF CARE’S ANNUAL VOLUNTEER RECOGNITION

On September 16th 2014, Circle of Care thanked our volunteers and community partners at the annual Volunteer Recognition Event.

EVERYDAY HEROES: VOLUNTEER GOES ABOVE AND BEYOND

All volunteer work is special, but once in a while we hear stories of volunteers who go above and beyond the call of duty. Here is one story from one of our Medical Assistant Companion volunteers, who would like to remain anonymous.

The day started well before sunrise when our client was picked up in North York for the journey downtown to St. Joseph’s Hospital for minor surgery. The volunteer didn’t have to, but she stayed with the client until she was ready to leave. When they were almost home, the client suddenly realized that the doctor hadn’t given her a prescription, so back they drove to St. Joseph’s to get it! When all was said and done, our volunteer had driven 48 kilometres and finally got home when the sun was setting.

How did we know about this exceptional act of kindness? Our client called the Volunteer Manager in tears the next day, but they were grateful tears of joy and gratitude. Our client was once a volunteer herself, and now her life had come full circle. Which just goes to show, “a simple act of caring creates an endless ripple that comes back to you.”
Sukkoth Lunch
October 14, 2014

AJS had a wonderful event at Shaarei Shomayim Congregation featuring guest speaker Stephen Adler from the Centre for Israel and Jewish Affairs.

Retirements

PSW Bernice McFarlane (C) retires after 30 years of service. Pictured with Bernice is Service Coordinator, Irina Godkin (L) and Client Services Supervisor, Sari Morrison (R).

PSW Sheila Graham (C) retires after 23 years of service. Pictured with Sheila is Client Services Supervisor, Marina Dalgetty (L) and Service Coordinator, Viktoriya Gaponenko (R).

PSW Lolita Bullens (C) retires after 7 years of service. Pictured with Lolita is Service Coordinator, Marissa Wint (L) and Client Services Supervisor, Jane Yi (R).

Thank you to our 360 Newsletter Contributors:

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